

Important Announcements

Staffing Reductions: Friday, July 3. Due to the upcoming holiday, staffing reductions will be in place for July 3, 2026. Please check your NiCE schedule in advance and confirm whether you are scheduled. Interpreters without a scheduled shift will not be able to log in to InterpreterConnect unless an additional shift is picked up. No further leave requests will be accepted for this day at this time.

Quick reminders:

Check your schedule every day.
Break and lunch times may change.

InterpreterConnect 4.1 Update

InterpreterConnect has been updated with an improved My Schedule view, enhanced availability notifications, and the ability to access other applications while on an active call. Remember: if IC is running in the background while you're Available, **your status will automatically change to Unavailable** until you return and select Go Available.

Break & Lunch Reminder

 Break button: scheduled paid break; brief unscheduled breaks should only be under 5 minutes.

 Lunch button: scheduled lunch only.

If you need to be away from calls for more than a few minutes, log out instead.

Compliance Training

Please complete your **required compliance training, it is past due**. Failure to complete compliance training may result in your account being disabled.

Complete training during offline time only and do not take calls while completing the course.

Interpreter of the Month

Holly Sherif-Alsammani



Advice for Success: Preparing mentally is essential. I review previous call experiences, good and bad, so I know what to do next time.

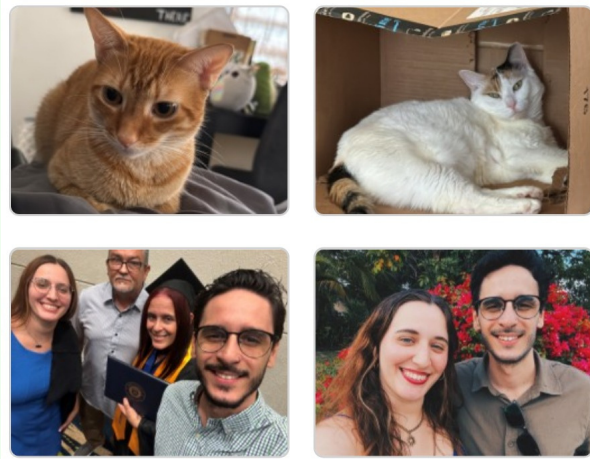
Expecting those kinds of calls helps reduce anxiety.

Favorite Part: This work has taught me so much about different departments and professional fields. I find it exhilarating.

Fun Fact: Ahsoka is always with me while I work. She is my little helper.

Show & Tell Spotlight

Talent Advisor Angel Rivera



From San Juan, Puerto Rico. Outside work he enjoys video games, true crime documentaries, horror movies, anime, reading, and time with his fiancée.

Fun fact: he trains in martial arts and loves attending martial arts events.

July Referral Bonus — SPA

Refer Spanish interpreters to 33UL with name, phone, email, and language: **Spanish**.

Bonus: \$100 after training and Go Live, plus \$100 after 90 days interpreting. **Total potential bonus: \$200.**



Technical Troubleshooting Checklist

Having audio issues, short calls, ghost calls, refused calls, or trouble logging in? Follow these steps before continuing your shift:

- ✓ Run multiple LLS Speed Tests and save screenshots of the results.
- ✓ Restart your modem/router (wait 1–2 minutes before turning it back on).
- ✓ Restart your computer or mobile device.
- ✓ Clear your browser's cache and cookies (All Time).
- ✓ Try logging in using an Incognito/Private browser window.
- ✓ Make sure Google Chrome is fully updated.
- ✓ Close all unnecessary programs and browser tabs.
- ✓ Disable any VPNs and, if possible, use an Ethernet connection instead of Wi-Fi.
- ✓ Put your device on Do Not Disturb and Airplane Mode (if using a mobile device, turn Wi-Fi back on afterward).

✗ If the issue continues after completing all of the above, do not continue taking calls.

📞 Submit a Support Request through MyLLSWorld, then immediately contact the Interpreter Help Desk at +1 (877) 561-5824 and obtain help and a ticket number before returning to the queue.

Weekend Interpreter Horoscopes

Your weekend forecast

Aries

Bold energy this weekend — take the lead on something new.

Libra

Balance work and play. A creative spark is coming.

Taurus

Slow down and savor the moment. Comfort is your superpower.

Scorpio

Trust your gut. A hidden opportunity reveals itself.

Gemini

Great conversations ahead. Say yes to spontaneous plans.

Sagittarius

Adventure calls — even a small one counts.

Cancer

Home is where the magic is. Recharge with loved ones.

Capricorn

Rest is productive too. Give yourself permission to pause.

Leo

All eyes on you — embrace the spotlight and shine bright.

Aquarius

Connect with your community. Your ideas inspire others.

Virgo

Organize one thing and watch the rest fall into place.

Pisces

Daydreams hold clues. Let your imagination wander freely.

World Cup Weekend Check-In

Scoreboard Highlights & Upcoming Games

Recent Results

Mexico 3 - 0 Czechia

Switzerland 2 - 1 Canada

Scotland 0 - 3 Brazil

Colombia 1 - 0 DR Congo

Ecuador 2 - 1 Germany

Upcoming Games

Jun 28 — South Africa vs. Canada

Jun 29 — Brazil vs. Japan

Jun 29 — Germany vs. Paraguay

Jun 29 — Netherlands vs. Morocco